

2013 Garmisch Local AFAP Issues

Revised 19 April 2013

Issue Number	Issue	Actions Taken	Status
BMC-GAP-01-13	TRICARE: Physical exams for children over 11 not covered	<p>Tricare currently does not cover physical exams for children over the age of eleven. Families are required to pay for the exams if the child is not seen at a Military Treatment Facility (MTF). This affects all current recipients of Tricare, especially for families in remote locations. Annual physical exams are an integral part of preventative healthcare.</p> <p>Action: Children over the age of 11 can be seen for physicals locally at the Mittenwald health clinic free of charge. Medical health facilities on other Garrisons offer the same services.</p> <p>Lead Agencies: TRICARE</p>	<p><i>Local Resolution</i></p> <p><i>Not Prioritized for Region</i></p> <p>Issue Closed</p>
BMC-GAP-02-13	Wireless internet at Family Assistance Center locations	<p>Establish wireless internet at both FAC locations on Artillery and Sheridan Kaserne.</p> <p>Action: Determined that in the event of an emergency or crisis situation, WIFI communication would not be the optimum choice or even a possibility for communication.</p> <p>Lead Agencies: ACS</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-03-13	Change of address for traffic tickets	<p>Use of unit address or APO address on USAREUR driver's licenses slows down the notification of speeding tickets. This can cause financial strain or result in loss of license due to individual not realizing they have one or many tickets.</p> <p>Action: The use of a German mailing address does not change the amount of time related to receiving the ticket, the amount of the fee, or the point accessed to the individual's driver's license.</p> <p>Lead Agencies: DES</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-04-13/ BMC-GAP-06-13/ BMC-GAP-21-13/ BMC-GAP-23-13	No indoor play areas for children	<p>There are no indoor areas on base for children to play during the cold and rainy/snowy weather.</p> <p>Action: ACS held a work group to include community members and program directors to determine community needs and support regarding this issue. Work group meeting was held 8 January 2013. Work group recommended that issue be closed based on feedback and current fiscal restraints.</p> <p>Community programs to include ACS, the Mueller Fitness Center, and the Community Library will continue to work together and ensure programs are offered to parents with younger children and activities do not overlap.</p> <p>Lead Agencies: FamilyMWR, CYS Services, ACS, Garrison</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>

BMC-GAP-05-13	Improve communications within the community	<p>Due to current communication channels: facebook, email, newsletters, visitors and limited access personnel may miss out on pertinent community information.</p> <p>Action: Organizations and marketing avenues continually work to improve communications within the community. An example is posting flyers in the events section on Facebook pages for easier access to events. Receiving an electronic information board or changeable banner in highly populated areas on both kasernes will continue to be an option as other garrisons close.</p> <p>Lead Agencies: PAO, Garrison, Exchange</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>
BMC-GAP-06-13	See Issue BMC-GAP-04-13		
BMC-GAP-07-13	Drug testing for DA employees in direct contact with children	<p>Drug Free Work Place (DFWP) policy IAW DoDI 1010.9 dated June 22, 2012, not enforced for all DA employees working in direct contact with children and youth. This creates a potentially unsafe environment for the children and youth, limiting Military Families' degree of trust for safe and secure care and programs. These employees are charged with the protection of life and property and require a high degree of trust and confidence.</p> <p>Recommendation: Identify all DA positions in direct contact with children and youth as Testing Designated Positions (TDP).</p> <p>Lead Agencies: CYS Services</p>	<p><i>Cannot be resolved locally</i></p> <p><i>Issue submitted to Region</i></p>
BMC-GAP-08-13	Sale of personal items within the community	<p>Lack of resources for community members trying to sell personal items.</p> <p>Recommendation: This is not a priority because individuals have:</p> <ul style="list-style-type: none"> -The Thrift Store (has a Facebook page to advertise on), -Stars and Stripes "Classified" section (in online/print format) -Community yard sales (bi-annually) -Community bulletin boards -Community newsletter <p>The Army is unable to officially support a Facebook page to sell/buy items.</p> <p>Lead Agencies: PAO, Community Club- Thrift Store</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-09-13	Before-school SAS care for children who attend Garmisch Elementary & Middle School	<p>Unlike larger posts/bases there is no before-school SAS program in Garmisch, affects parents whose children live in the GAP community, but must drive to Oberammergau (NATO School) for work.</p> <p>Action: Before school care is available through the Child Development Center (CDC), service will continue to be advertised through community marketing channels. The hours of the CDC are 0700-1745.</p> <p>Lead Agency: CYS Services</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>

BMC-GAP-10-13	Outdoor Recreation (ODR) Hours of Operation	Hours of operation do not fit the needs of the community nor visiting guests. Action: A change in ODR hours of operation effective 01 December 2012. The new hours are Sunday-Tuesday and Thursday/Friday 1200-1800. Closed Wednesday and Saturday. ODR will continue to track attendance and request community feedback to ensure hours are adequate to fit needs to community. Lead Agencies: FamilyMWR, ODR	Prioritized Locally Issue Closed
BMC-GAP-11-13	No Diesel Available at AAFES Gas Station	Affects community members and visitors having a diesel vehicle. Add Diesel to the pump on at least one of the two pumps. Action: Putting in a diesel station is very expensive and not cost effective since there is a gas station in town that services community members and visitors. Local resolution is to provide signage at the gas station directing people to the Esso on Zugspitzstrasse that is available for diesel. The EXCHANGE Manager to get with The EXCHANGE Marketing Department to create signs to post on the pumps and to give to customers inquiry how to get to the Esso station. Lead Agencies: The EXCHANGE	Prioritized Locally
BMC-GAP-12-13	Healthcare on the economy	Provide a small general practice clinic available on post due to language barriers on the economy. Action: TRICARE office is available to assist with language barriers. Quarterly visits from military healthcare providers are available to Active Duty military. Other options include going to larger military installations in the Bavaria region. These options will continue to be marketed to the community. Lead Agencies: TRICARE, PAO	Prioritized Locally Issue Closed
BMC-GAP-13-13	Clothing options at Exchange	Exchange does not provide affordable clothing options for lower income families. Action: Due to small size of the Garrison, the Exchange is limited to what they can carry. The PX and other retail options have online catalogs with lower prices and a wider variety. The Thrift Shop carries a large supply of children's clothing at reasonable prices. Lead Agencies: Exchange, Thrift Store	Not prioritized by workgroup Issue Closed
BMC-GAP-14-13	Access of Electronic Pedestrian Security Gate (EPSG) gate on post	Open the gate behind the commissary leading to the German kindergarten for an hour in the morning and an hour in the afternoon. Action: To open another gate would be cost prohibited and could be a force protection issue. Lead Agencies: DES, Force Protection	Not prioritized by workgroup Issue Closed

BMC-GAP-15-13	Infants under 1 year allowed into the Fitness Center.	<p>Allow infants under 1 year secured in car seat or stroller in gym.</p> <p>Action: Combined with issue 16-13. Mueller Fitness Center (MFC) to explore possibility of space conversion to allow parents to work out while supervising their children. MFC currently offers opportunities for parents with children to utilize the large gym area two days a week.</p> <p>Lead Agencies: FamilyMWR</p>	Prioritized Locally
BMC-GAP-16-13	See Issue BMC-GAP-15-13		
BMC-GAP-18-13	Internet access for BEQ and BOQ.	<p>There is currently no access to internet in the BEQ and BOQ.</p> <p>Action: Internet access will be resolved with the new Exchange internet contract. This contract will encompass BEQ, BOQ's, and the family housing area. Wiring set to be laid spring of 2013.</p> <p>Lead Agencies: Housing, DPW, Exchange</p>	Prioritized Locally
BMC-GAP-19-13	Cost of School Age Services	<p>Child care is too expensive and LQA is factored in with income.</p> <p>Action: It was determined the issue covered separate areas of concern and in part, has already been submitted to the AFAP. Fees are standardized and deterred by Department of Army Headquarters.</p> <p>Lead Agencies: CYS Services</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-20-13	Our men don't have enough time to spend with our families	<p>Families are unable to spend time together due to work schedules.</p> <p>Action: Issue too unclear to develop a resolution.</p> <p>Lead Agencies: NA</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-21-13	See Issue BMC-GAP-04-13		
BMC-GAP-22-13/ BMC-GAP-35-13	Limitations on medications shipped overseas	<p>German customs policy is now in effect that limits shipment of medications to APO addresses.</p> <p>Action: Laws are governed by German Health Ministry law. Insurance companies have taken note of this issue and are contacting clients to inform them of their options. Local TRICARE office is prepared to assist and provide information on alternative options. LTC Christopher DAVID (Hohenfels clinic CDR) is looking at a policy for the medical team to bring refills on their quarterly visits. TRICARE office is coordinating visits with Hohenfels.</p> <p>Lead Agencies: TRICARE</p>	Prioritized Locally
BMC-GAP-23-13	See Issue BMC-GAP-04-13		

BMC-GAP-24-13	Wait time for civilian housing	<p>Due to the lack of rentals available in the housing office, families must spend months in temporary living quarters. Several civilian families have waited 3 plus months for housing.</p> <p>Action: Housing office provides following services to assist families looking for rentals:</p> <ul style="list-style-type: none"> - Advertise rental inquiries twice weekly in the Kreisbote (local German newspaper) - Search weekly for new rentals utilizing Kreisbote and other rental avenues - Increase rental inventory to include rentals within a 1 hour driving radius (wait time is often dependant on customer's drive time from home to work, this creates difficulty finding homes within such a small rental pool) - Actively work with Landlords and Real-estate Agents to expand rental pool (several new construction projects have hired Agents to assist with locating renters) - Regularly advertise AHRN.com website which displays current listings and current housing information in Community Newsletter <p>Lead Agencies: Housing</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>
BMC-GAP-25-13	Retired Service Benefits	<p>Retired Service members on vacation do not have shopping privileges at the Commissary or PX.</p> <p>Action: This is governed by German law and out of the realm of the AFAP.</p> <p>Lead Agencies: Legal</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-26-13	Marketing of activities and town hall meetings.	<p>Improve communication within the community, utilizing Facebook as a last resort.</p> <p>Action: Issue combined with BMC-GAP-05-13. To improve communication between community agencies; Exchange and Commissary to present at Community Town Halls and take issues effective 6 December 2012.</p> <p>Lead Agencies: PAO, Garrison, Exchange, Commissary</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>
BMC-GAP-27-13	Support civilians living on post	<p>Civilians who support post should live on post such as the Deputy Garrison Manager and the Director of the Department of Public Works.</p> <p>Action: Issue was vaguely worded; did not clearly state what the issue was or mention how individuals were affected.</p> <p>Lead Agencies: NA</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>

BMC-GAP-28-13	Communication between occupants of Building 269 and the Housing Office	<p>Guidance does not clearly state the housing rules and who qualifies to live in this building.</p> <p>Action: Housing office provides the following information to residents of Bldg 269:</p> <ul style="list-style-type: none"> - The following documents are posted on the Information Bulletin Board in Bldg 269 * Residence Rules * SOP to include eligibility for housing * Chain of Authority to include Building and Area Coordinators with contact information (Building Coordinator is the Senior Ranking resident of the building, this position is appointed per regulation AR 420-1, AE Supplement 1) - Copies of the SOP and Residence rules are given to each resident upon moving into Bldg 269, documentation of receipt is kept on file with the Housing Office - Floor Coordinator to enforce SOP and advocate for residents within housing <p>Lead Agencies: Housing</p>	<p>Prioritized Locally</p> <p>Issue Closed</p>
BMC-GAP-29-13	Clarification and Standardization of base access for youth ages 12-18	<p>There is currently not a regulation that clarifies base access for youth ages 12-18 within Europe.</p> <p>Action: Army Europe is working on a standardized regulation for all installations.</p> <p>Lead Agencies: DPTMS, DES</p>	<p>Not prioritized by workgroup</p> <p>Issue Closed</p>
BMC-GAP-30-13	Educational support for local US hires	<p>Full time local US hires are not authorized educational or financial support for 9-12th graders in remote locations.</p> <p>Action: Due to the amount of people affected Army-wide by this issue and the current fiscal reality of the Army, this was not prioritized by the Local Steering Committee. DoDEA Regulation 1342.13 governs the policy on non-Department of Defense Schools.</p> <p>Lead Agencies: DoDEA</p>	<p><i>Cannot be resolved locally</i></p> <p><i>Not Prioritized for Region</i></p> <p>Issue Closed</p>
BMC-GAP-32-13	DoD/DA Civilian LQA decisions	<p>LQA at times seems unclear and is not offered to local hire employees regardless of their position titles.</p> <p>Action: This issue was not prioritized by the Local Steering Committee. Command Sponsorship authorizes LQA and local hire employees are aware of benefits available to them upon acceptance of their position.</p> <p>Lead Agencies: CPAC, Human Resources</p>	<p><i>Cannot be resolve locally</i></p> <p><i>Not Prioritized for Region</i></p> <p>Issue Closed</p>
BMC-GAP-33-13	Alternative healthcare and complimentary therapies coverage for all TRICARE beneficiaries	<p>Alternative healthcare and complimentary therapies are widely recognized as a viable compliment to traditional medicine but are not covered under TRICARE.</p> <p>Recommendation: Expand TRICARE coverage for prescribed alternative care to all beneficiaries.</p> <p>Lead Agencies: TRICARE</p>	<p><i>Cannot be resolve locally</i></p> <p><i>Issue submitted to Region</i></p>

BMC-GAP-34-13	Budget cuts to health benefits	There is a proposed 3 billion budget cut to health benefits. Action: No current action has been suggested since this budget cut has not gone into effect. Lead Agencies: NA	Not prioritized by workgroup Issue Closed
BMC-GAP-35-13	See Issue BMC-GAP-22-13		
BMC-GAP-36-13	"Home of Record" for Civilian employees	"Home of Record" for civilians is not actually where they are a resident. It is simply from where the person was hired. Action: Civilian "Home of Record" is similar to the Army regulation pertaining to military service "Home of Record." Lead Agencies: Human Resources	Not prioritized by workgroup Issue Closed

Key:

Green- Active Issues, 4

Pink- Closed Issues, 23

Yellow- Issues submitted to AFAP Region Conference, 2